

## DUTY STATEMENT

### STAFF SERVICES ANALYST (GENERAL)

<b>OUR VISION</b> All Californians living in homes they can afford <b>OUR MISSION</b> Investing in diverse communities with financing programs that help more Californians have a place to call home			
<b>EMPLOYEE INFORMATION</b>			
Employee's Name		Effective Date	
Classification <b>Staff Services Analyst (General)</b>		Position Number <b>693-001-5157-901</b>	
Division/Section/Unit <b>Multifamily Programs / Asset Management</b>		Location <b>Sacramento, CA</b>	
CBID <b>R01</b>	Work Week Group <b>2</b>	Tenure <b>Permanent</b>	Time Base <b>Full-time</b>
Immediate Supervisor		Supervisor's Classification <b>Housing Finance Officer (Asset Management)</b>	
<b>CONDUCT, ATTENDANCE, AND PERFORMANCE EXPECTATIONS</b>			
<p>This position requires the incumbent to maintain acceptable, consistent, and regular attendance; communicate effectively orally and in writing in dealing with the public and/or other employees; develop and maintain knowledge and skills related to the position's specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to the Agency's policies and procedures regarding attendance, leave, and conduct.</p> <p><b>2 CCR § 172 – General Qualifications, states in pertinent part:</b>          The incumbent is expected to possess the general qualifications of integrity, honesty, sobriety, dependability, industry, thoroughness, accuracy, good judgment, initiative, resourcefulness, courtesy, ability to work cooperatively with others, willingness and ability to assume responsibilities and to conform to the conditions of work characteristic of the employment, and a state of health, consistent with the ability to perform the assigned duties of the class.</p>			
<b>DIVISION DESCRIPTION</b>			
The Multifamily Programs Division is responsible for the financing and ongoing management of the California Housing Finance Agency's (CalHFA) Multifamily lending portfolio and subsidy programs. The division is comprised of two sections – Multifamily Lending and Asset Management. Asset Management oversees the Agency's portfolio of multifamily loans, including financial reviews, physical inspections, monitoring for compliance with regulatory agreements, and administering rental and operating subsidies.			
<b>POSITION DESCRIPTION</b>			
Under the supervision of the Housing Finance Officer (HFO), the Staff Services Analyst (SSA) performs technical/ analytical work of average difficulty and is responsible for the tenant rental subsidy for Section 8 assisted projects and 811 Project Rental Assistance (PRA) financed by the California Housing Finance Agency (CalHFA). The SSA works regularly with time-sensitive information requiring detailed knowledge of regulations, policies, and procedures. The duties and responsibilities include, but are not limited to the following:			
<b>PERCENTAGE OF TIME</b>	<b>ESSENTIAL FUNCTIONS</b>		
30%	<p><b><u>Tenant Complaints</u></b>          Handles tenant complaints from the Agency's Section 8/811 PRA, Perm Loan, and Mental Health Service Act (MHSA) tenants which consist of taking on-going, in-coming telephone calls daily. Under the Section 8 program, upon tenant request, schedules tenant hearing, creates escrow account, contacts hearing officer, and properly scheduled all parties involved to attend the hearing within a specific time frame. Follow up conversations are often required with the tenant, owner/management to ensure that complaints are properly addressed, handled and resolved. Reviews hearing documentation such as (3,</p>		

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25%	<p>10 and 30 day notices) to ensure program compliance, reviews Hearing officer result reports and distribute reports to the parties involved. Compiles, creates tenant complaint information and emails complaint to (Lead Tenant Liaison) to be logged, monitored and tracked in SharePoint. Keeps Housing Finance Officer informed of problems and potential problems encountered.</p> <p><b><u>811 PRA Program</u></b> Collaborates with the Department of Health Care Services (DHCS) and Department of Developmental Services (DDS) to confirm and monitor Rental Assistance Contract (811 units) RAC units are being set aside for 811 PRA Program. Attends and participates in virtual lease up meetings for PRA 811 projects to fulfill RAC Unit contract. Represents CalHFA by taking meticulous notes on items that need to be addressed by CalHFA when issues arise, and follow-up is required prior to the next meeting. Works closely with resident managers to ensure understanding and compliance with Department of Housing and Urban Development (HUD) rules and regulations as it relates to 811 PRA. Provides technical assistance to outside business partners and/or resident managers. Responds to inquiries from management agents, regarding various occupancy issues. Refers ongoing or potential problems to the Housing Finance Officer and keeps them apprised of the status of their respective projects.</p>
20%	<p><b><u>Monthly Subsidy Payment</u></b> Monitors monthly administrative fees, residual receipts, vouchers payments for Project Based Section 8 and PRA 811 Parent Vouchers for entire Portfolio. Verifies payments in question are received successfully via Line of Credit Control System (eLOCCs) and notifies Housing Finance Officer of any delay in payments due to Housing Assistance Payment (HAP) Contract Expiration, Annual Contribution Contract (ACC) Expiration or Non-Sufficient Funds. Investigate and resolves technical issues to ensure payments are received accordingly. Works closely with Technical Assistance Center (TAC) point of contact to assist in resolving technical issues that are unclear and/or not addressed in HUD's 811 PRA Program Guidelines.</p>
20%	<p><b><u>Auditing Support</u></b> Schedules and emails Management &amp; Occupancy Review (MOR) for Section 8 projects and Single File Audit for PRA 811 projects confirmation letters to appropriate parties for the projects assigned to Housing Finance Officer. Subsequently, generates monthly Desk Review packets for the Housing Finance Officer to prepare and perform analysis of all data gathered. Gathers and compiles reports from Housing and Development Software System (HDS), Tenant Rental Assistance Certification Systems (TRACs) and Enterprise Income Verification (EIV) Systems in a timely manner prior to on-site review. Monitors MOR and Single File Audit reports are issued to HUD within 30 days of site review. Subsequently monitors Owner/Agent response until all findings are satisfactory addressed and closed. Gathers Physical Inspection Report and pertinent documents to demonstrate MOR and Single File Audits are closed.</p>
<b>PERCENTAGE OF TIME</b>	<b>MARGINAL FUNCTIONS</b>
5%	Participates in staff meetings, attends training, and provides work status reports, handles special projects, and other related duties as assigned within the scope of the current classification.
<b>PERSONAL CONTACTS</b> <i>(Identify who the employee may be in contact with while performing duties)</i>	
Daily contact with all levels of departmental staff, representatives from other Federal, State and County agencies, owner and agent staff.	
<b>SPECIAL REQUIREMENTS</b> <i>(Identify other requirements necessary to perform the job, please select the applicable statement(s))</i>	
N/A	
<b>WORK ENVIRONMENT</b> <i>(Identify specific work conditions, hazards, and equipment used on the job that are required to perform the essential functions, please include the applicable statement (s))</i>	

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<ul style="list-style-type: none"> <li>• Prolonged sitting</li> <li>• Work in a high-rise building</li> <li>• Use a computer keyboard and read from computer screens several hours a day</li> </ul>		
<b>PHYSICAL ABILITIES</b> <i>(Identify physical abilities necessary to perform the essential functions of the job with or without reasonable accommodation, please include the applicable statement(s))</i>		
<ul style="list-style-type: none"> <li>• May requires movement of heavy objects</li> </ul>		
<b>TRAVEL</b> <i>(If travel is an essential or marginal function for this position, please include the applicable statement)</i>		
<ul style="list-style-type: none"> <li>• Occasional travel may be required within and/or outside the state of California via private or public transportation (i.e., automobile, airplane, etc.)</li> </ul>		
<b>EMPLOYEE ACKNOWLEDGEMENT</b> I have read and understand the duties listed above and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation. (If a reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with Human Resources.)		
Employee Name	Employee Signature	Date
<b>SUPERVISOR ACKNOWLEDGEMENT</b> I certify this duty statement represents a current and accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee with a copy of this duty statement.		
Supervisor Name	Supervisor Signature	Date